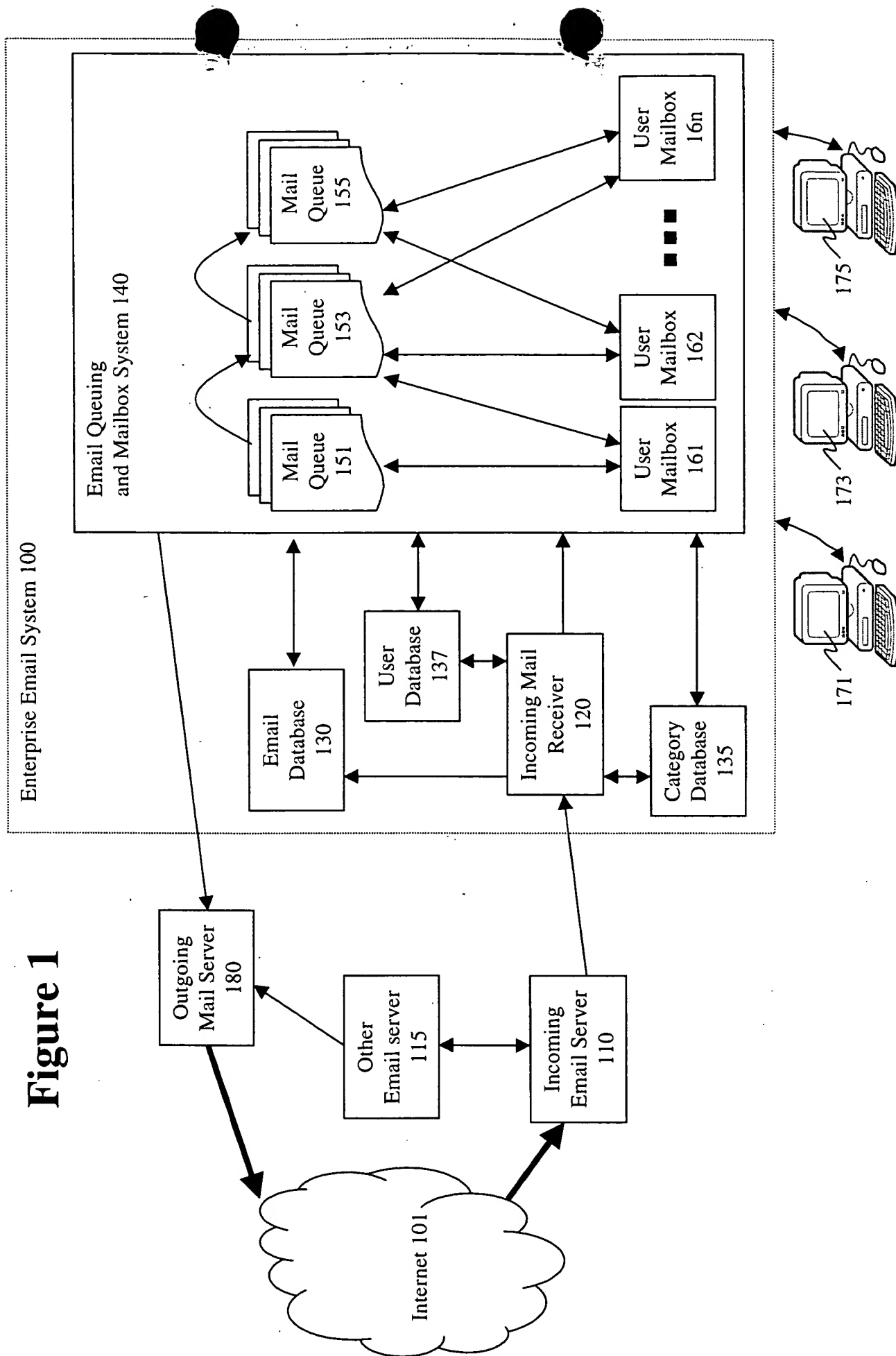


Figure 1



Attributes

Attribute	Condition	Value
<input type="checkbox"/> cardNameAddress	contains	Jelena
<input type="checkbox"/> subject	contains	redirect

New

Actions

Action	Value
<input type="checkbox"/> redirect	ionad@kana.com

New

OK

Cancel

Help

FIG. 2A

86277"EEEE6T60

Category Entry

Name:

Hot Key:

Description:

Template Text:

Parent Category:

☐ Keep Thread Ownership ☐ Include Incoming Attachments

Recipients View Delete Attachments View Delete

To: (Original Sender)

From: (Original Sender)

FIG. 2B

86277-EE6660

Save

Cancel

Save & New

Delete

Spell Check

Queue Entry

Name:

Sales

Description:

Sales leads and inquiries

Timeout:

0

minutes

Reroute To:

administrator

Users

Adi

administrator

alex broquet

Amanda Sullivan

Amie Levin

Andy Giosso

Brian Davis

Chris Chalmers

Chris Hobbs

Assigned Users

Mark Gaine

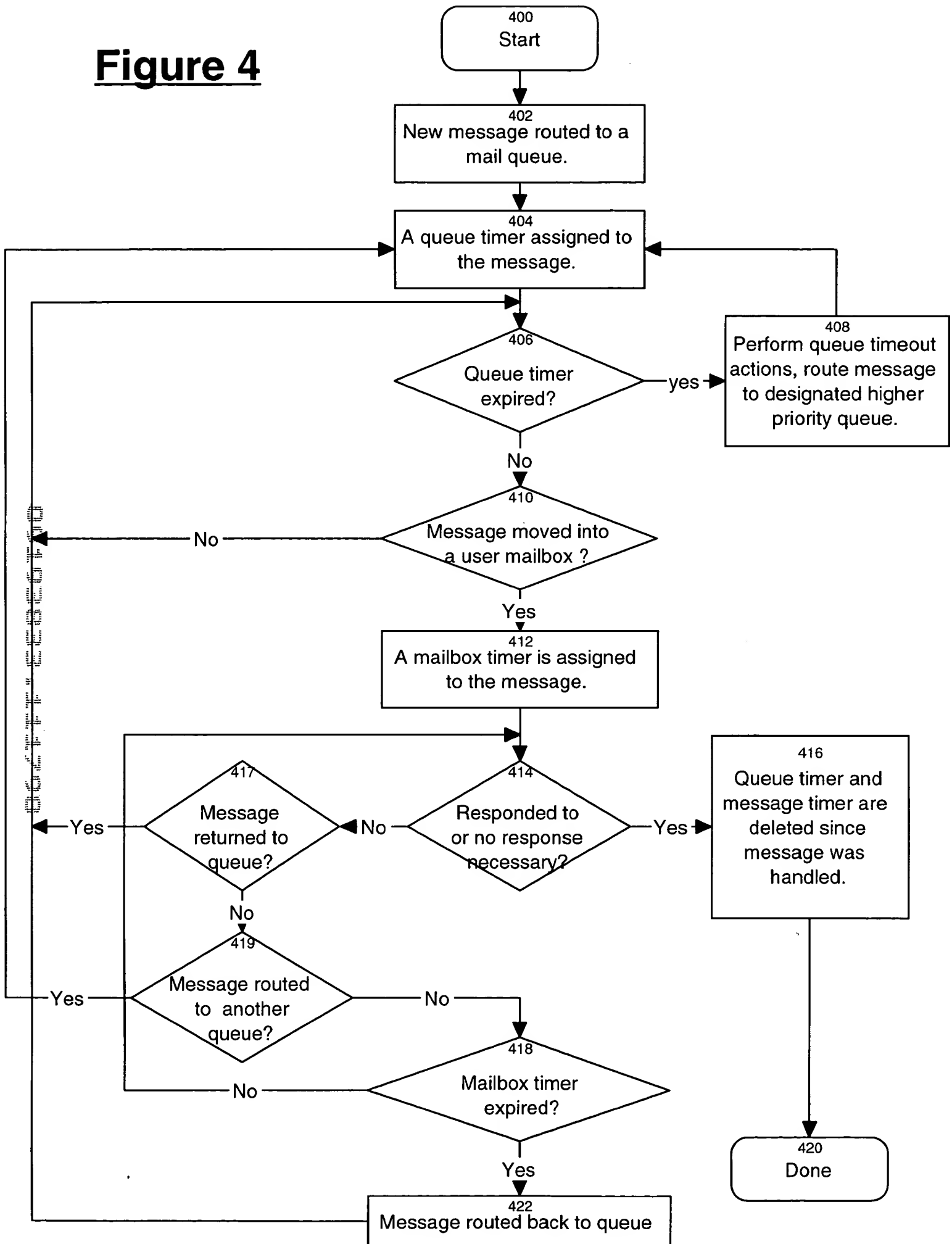
Peter Smith

Sam Salesman

Add >>

FIG. 3

Figure 4



Save Cancel Save & New Delete Spell Check

User Entry

Name: New selection

Password: *****

Confirm Password: *****

Description:


☒ Allow Administrative Functions











☐ Vacation Mode - Mail is routed to: administrator

Queues Assigned Queues

FIG. 5

B6277-EEB6T60





Mailbox for Lana Bryan (10 messages)

	From	Subject	Date	Case
<input type="checkbox"/>	Mike Sherman	Hedge Fund Investment	10/09/98 12:28:12 AM	43703
<input checked="" type="checkbox"/>	Chris Donahue	help!	10/09/98 12:28:13 AM	43704
<input type="checkbox"/>	Trudy Nicclau	Latest software rev	10/09/98 12:28:14 AM	43705
<input type="checkbox"/>	Trudy Nicclau	Job opportunities?	10/09/98 12:28:15 AM	43705

Incoming Message

Sender history: 6

From: Chris Donahue <devi@mailkana.com> via General pool
To: cms3@kana.com
Date: 10/09/98 12:28:13 AM
Subject: help!

Dear Acme -- I recently purchased an Air-Blaster 3000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple times, but then stops. Do you have any suggestions?

Thanks for your help.

Chris Donahue

FIG. 6

Outgoing Message

Recipients View Delete Categories View Delete Attachments View Delete

To: Subject: Re: help!

Hotkey: Include Original Attachments Keep Thread Ownership

<No Greeting> <No Header> <No Footer> <No Signature>

View HTML Case: 43704 Sender history: 5

From: Chris Donahue
<cduw@mail.kana.com>
To: cns3@kana.com
Date: 10/09/98 12:28:13 AM
Subject: help!

Dear Acme -- I recently purchased an AluBlaster 5000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple times, but then stops. Do you have any suggestions?

Thanks for your help,

Chris Donahue

Original Message Follows:

Dear Acme -- I recently purchased an Alu-Blaster 5000 leaf blower, and for some reason can't get it to start. I have looked through all the troubleshooting in the manual, but nothing has helped. The engine turns over a couple times, but then stops. Do you have any suggestions?

FIG. 7

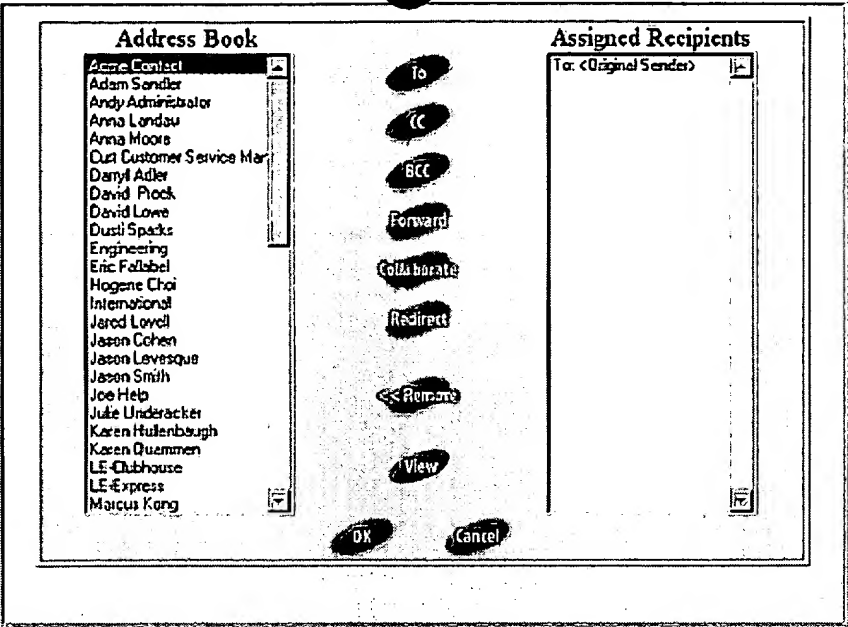


FIG. 8

3677 E 86 F 60

Figure 9

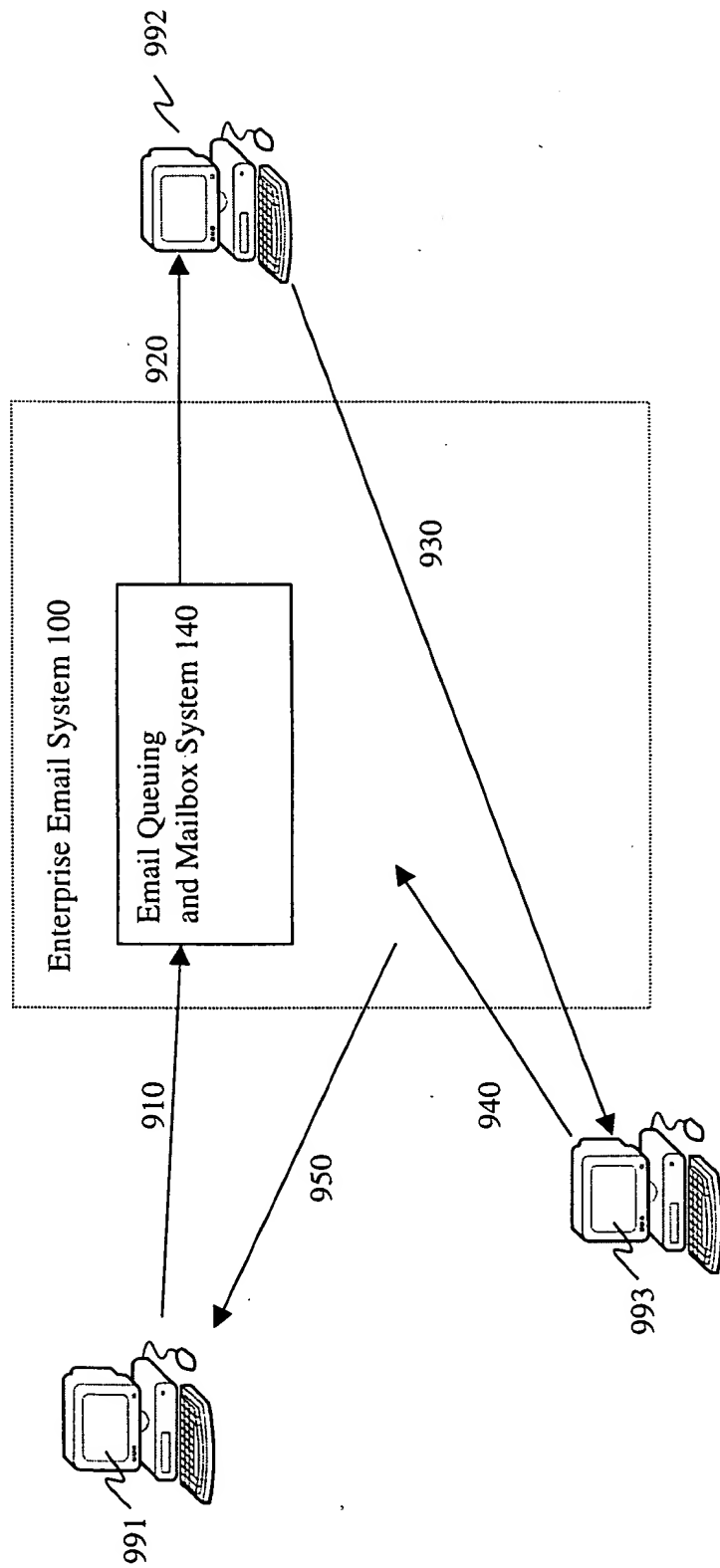


Figure 10

